

A3 Report

Topic: UPRM Freelancing Tutors.

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1. Identify a problem:

A student who wants to offer online tutoring to UPRM students independently does not have a single platform in which to promote their services. At the same time students looking for tutors from UPRM for help with specific courses do not have many platforms available where they can have a variety of tutors to choose from and who are ranked according to reviews received.

For the tutor there are some options but, I believe the standard could be improved. Here I outline the available resources I found and the problems I consider they have:

- *Freelancing Sites such as Upwork and Fiver:* There is a lot of competition on these sites and getting clients can be a struggle. This is because the services are promoted worldwide and the potential clients can be from different countries. These sites also charge you a percentage of your gains for using their service.
- *"Tutors in Maya" facebook page:* This page has recently surfaced in facebook and is an alternative. However, to work with them they need to apply for the job, and they don't have the option to set their own rates. There is a limited amount of tutors and currently they do not have reviews to compare the different tutors available by subject.
- *Tutor services on campus (Centro de Aprendizaje, RUMbo ex, etc.):* Has the disadvantage being in person. Tutors must apply for the job and don't get to choose their rates. The hours are not as flexible as they could be online.
- *Freelancing:* Tutors who decide to freelance need to market their own services on different platforms. They generally do not have means to establish their reliability.

Students looking for tutors can go to any of the previous alternatives mentioned but generally cannot compare different tutors by subject side by side, with reference to reviews from other students who have been tutored.

2. Set the Target:

February 2021: Have diagrams and a plan for building web page. Begin setting up environment (Framework, DB and db diagrams of the structure).

March 2021: Have logins for the different roles enabled.

April 2021: Have most of the main features implemented and consider adding a chat.

May 2021: Have the webpage be completely functional.

3. Analyze the Causes:

Why? It can be tough to get clients as a tutor.

Why? Tutors don't have many options available to offer their services as freelancers.

Why? The platforms available have some limitations and constraints.

Why? The competitiveness can make it tough to get clients. Most platforms require you apply for the job and are limited.

Why? They are generally targeted to a broad audience.

4. Propose & Implement Countermeasures:

I propose that a platform is built aimed specifically at UPRM students where tutors can create accounts to offer their tutoring services and students can create accounts and select from a variety of tutors based on their specialty and reviews, they've received. The platform gives full flexibility on the tutors to select their rates and schedules. Anyone can create an account as a tutor; their reviews will be the determining factor in whether they are selected by students or not.

5. Check/Evaluate:

Once the platform is built it can be checked if the problem is solved by observing the engagement with the page. An arbitrary number to determine if it is performing well is that there are at least 4 tutors to choose from for each major class (Physics, Math, Chemistry, Programming, etc.)

6. Act and/or Standardize:

To ensure that the platform stays relevant it is important to maintain the service and to keep marketing it every semester to ensure students know they have the option available. Whether it is to freelance tutor or to find a tutor.